

# MANAGEMENT NOTICE

Embassy of the United States of America  
Freetown, Sierra Leone

VACANCY No: 37-2013

OPEN TO: All Interested Candidates within the Mission

POSITION: Computer Support Associate

OPENING DATE: December 2, 2013,

CLOSING DATE: December 13, 2013

WORK HOURS: Full-time; 40 hours/week

GRADE: \*Not-Ordinarily Resident: FP-06 (To be confirmed by Washington)

\*Ordinarily Resident: FSN Grade 07

Note: All Ordinarily Resident applicants must be residing in country and have the required work and/or residency permits to be eligible for consideration.

See Definition for “Not-Ordinarily Resident” below.

The United States Embassy in Freetown is seeking an individual within the Mission for the position of Junior Computer Management Assistant. The position is located in the Information Management Unit and reports to the Information Management Officer (IMO).

## **BASIC FUNCTION OF THE POSITION:**

Under the supervision of the Systems administrator serves primarily as computer application and desktop support technician. This individual will also be responsible for the imaging of new computers and help with migration of all Post computers from Windows XP to Windows7. The incumbent will provide support to all users on Windows 7 and all supported desktop applications.

Duties also include acting as IRM point of contact for consular applications support. Routing user requests to the consular support desk and coordinating the resolution of trouble tickets with the support desk. Checking the health of consular servers and is responsible for backup of consular servers and applications. Other duties include working with the Global Financial services help desk to resolve all trouble tickets related to financial applications.

Work with users on Blackberry and other mobile device issues and coordinating Blackberry activation with mobile computing in Washington DC.

Participate in all aspects of scheduled preventive maintenance work on all unclassified computer equipment, including software.

Perform all other IT related duties as assigned by the supervisor.

## **QUALIFICATIONS REQUIRED**

**NOTE: All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.**

- 1. Education:** Completion of High School and 2 years of college level work in computer technology required. A+ Level COMPTIA certification in computer hardware and software is required.
- 1. Experience:** Two to three years of progressively responsible experience in computer networking and systems administration. One year or more should have been in a comparable bureaucratic structure similar to the Embassy such as a large banking institution, European Union or United Nations. Experience in computer helpdesk support.
- 3. English Ability:** Level Three (3) English language ability in speaking and reading English required.
- 4. Other Criteria:** Knowledge of Mission structure. Knowledge of procurement of computer supplies on the local market and internet connectivity issues. Knowledge on computer hardware and software principles.
- 5. Other Skills:** Good troubleshooting skills. Ability to work in a team environment and knowing when to escalate issues to supervisors for attention. Good logical reasoning skills. Good preventive maintenance skills. Should be able to carry out repairs on Consular system equipments.
- 6. Interpersonal skills:** Excellent interpersonal and communication skills. Should be tactful in dealing with serving clients

## **SELECTION PROCESS:**

When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference. Therefore, it is essential that the candidate address the required qualifications above in the application.

#### ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Performance Report are not eligible to apply.
4. Currently employed US Citizen EFMs who hold Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment, unless currently hired into a position with a When Actually Employed (WAE) work schedule.

#### TO APPLY

Interested applicants for this position must submit the following or the application will not be considered:

1. Application for U.S. Federal Employment (DS-174); available on the internet at [http://freetown.usembassy.gov/job\\_opportunities.html](http://freetown.usembassy.gov/job_opportunities.html) and
2. A current resume or curriculum vitae.
3. Candidates who claim U.S. Veterans preference must provide a copy of their form DD-214 with their application.
4. Any other documentation (e.g., essays, certificates, awards, copies of degrees earned) that address the qualification requirements of the position as listed above.

#### SUBMIT APPLICATION BY HAND TO:

The Human Resources Section  
(Application Computer Support Associate)  
Embassy of the United States of America  
Southridge, Hill Station  
Freetown  
FAX: 076/022-515-075  
Or send via e-mail to [HRFreetown@State.gov](mailto:HRFreetown@State.gov)

**NOTE: Only short listed applicants will be contacted.**

## DEFINITIONS

1. AEFM: A type of EFM that is eligible for direct hire employment on either a Family Member Appointment (FMA) or Temporary Appointment (TEMP) provided s/he meets all of the following criteria:

--US citizen;

--Spouse, Domestic Partner or child who is at least age 18; (children include natural offspring, stepchildren, adopted children and children under permanent legal guardianship of the Employee, Spouse, or Domestic partner).

--Listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed at a US Foreign Service post or establishment abroad with a USG agency that is under COM authority;

--Is resident at the sponsoring employee's or uniform service member's post of assignment abroad, or at an office of the American Institute in Taiwan and

---Does not receive a U.S. Government retirement annuity or pension from a career in the U.S. Foreign or Civil Service

Other family members or dependents on direct-hire Foreign, Civil, or uniformed service member's travel orders are not AEFMs or US Citizen EFMs for purpose of 3 FAM 8200.

2. EFM: Family Members at least age 18 listed on the travel orders of a Foreign or Civil Service or uniformed service member permanently assigned to or stationed to a US Foreign Service post or establishment abroad with a USG agency that is under COM authority who do not meet the definition of AEFM above.
3. Member of Household: A MOH is a person who: 1) Has accompanied, but is not/not on the travel orders of a U.S. citizen Foreign or Civil Service employee or uniform service member permanently assigned to or stationed at a U.S. Foreign service post or establishment abroad; 2) Has been declared by the sponsoring employee to the Chief of Mission as part of his/her household; and 3) Resides at post with the sponsoring employee.
4. Ordinarily Resident (OR): A citizen of the host country or a citizen of another country who has shifted the main residency focus to the host country and has the required work and/or residency permits for employment in country.

5. Not-Ordinarily Resident (NOR): Typically NORs are US Citizen AEFMs and EFM of FS, GS, and uniformed service members who are eligible for employment under an American USG pay plan, on the travel orders and under Chief of Mission authority, or other personnel having diplomatic privileges and immunities.

CLOSING DATE FOR THIS POSITION: December 13, 2013

The US Mission in Freetown provides equal opportunity and fair and equitable treatment in Employment to all people without regard to race, color, religion, sex, national origin, age, Disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.